

IZO INTERNET WAN Web Module

Addendum 1

IZO Internet WAN Option Operational Details

This Addendum is part of the Service Schedule for the IZO Internet WAN and describes additional terms which apply to the IZO Internet WAN Service Option of the Solution.

1. **Service Description.** Supplier shall provide connectivity between Customer and the Solution on the Supplier Network through global virtual private network connectivity, which provides users at distributed locations with secure, reliable remote access via broadband and wireless, subject to the Service Terms.
2. **Supplier Responsibilities.** Supplier shall use reasonable endeavors to:
 - 2.1 Give at least 3 Business Days' notice of the installation date of the CPE (which shall not be earlier than the date agreed between the Parties), including the hours during which Supplier requires access to the Customer Premises (which shall be during Business Hours unless Customer otherwise agrees) and any special site-access requirements;
 - 2.2 Deliver the CPE to the Customer Site, and if delivered prior to the installation date Customer shall store the CPE in a secure location;
 - 2.3 Unpack and inventory the CPE, install the CPE in accordance with the Site Plan, connect electrical power to the CPE, validate the expected equipment boot sequence, and install the operating system software ordered with the equipment;
 - 2.4 Test the CPE against the ready for function criteria provided by Customer, as relevant to the ordered service, such criteria to be reasonably acceptable to Supplier; and
 - 2.5 Establish connectivity between the CPE and the Associated Service.
3. Supplier is not responsible for:
 - 3.1 Any inability to meet ready for function criteria provided by Customer, where the Internet access requirement information provided by Customer is inaccurate or incomplete;
 - 3.2 Any customization of software or any installation of software other than the operating system software ordered;
 - 3.3 Resolving operating system software or CPE hardware problems caused by third-party products, or by factors beyond Supplier's reasonable control;
 - 3.4 Providing any hardware, unless separately ordered by Customer, required to run new or updated operating system software;
 - 3.5 The condition and maintenance of Customer's site, and the installation and maintenance of all in-premises cabling, including cabling from Customer's NTU to the Customer Equipment or CPE, which are Customer's sole responsibility; and
 - 3.6 Any configuration of CPE unless ordered under appropriate service option.

[End of Addendum]



Addendum 2 IZO INTERNET WAN Service Tier

1. Global Service Locations.

A. Non-India Coverage:

Country Tier	List of Economies					
Tier 1	Australia	Austria	Belgium	Canada	Denmark	France
	Germany	Hong Kong SAR	Ireland	Italy	Japan	Luxembourg
	Netherlands	Norway	Poland	Portugal	Singapore	Spain
	Sweden	Switzerland	United Kingdom	United States of America		
Tier 2	Albania	Antigua & Barbuda	Bahamas	Barbados	Bermuda	Bosnia
	British Virgin Islands	Bulgaria	Cayman Islands	China	Croatia	Curacao
	Czech Republic	Dominica	Estonia	Faroe Islands	Finland	French Guiana
	Greece	Guadeloupe	Grenada	Haiti	Hungary	Iceland
	Jamaica	South Korea	Kosovo	Latvia	Liechtenstein	Lithuania
	Macedonia	Malaysia	Martinique	Moldavia	Montenegro	Morocco
	Romania	Russia	Serbia	Slovakia	Slovenia	Suriname
	St Lucia	St Vincent	Taiwan	Trinidad & Tobago	Turkey	Turks & Caicos Islands
	Ukraine	US Virgin Islands				
Tier 3	Argentina	Bangladesh	Bolivia	Botswana	Brazil	Cambodia
	Chile	Colombia	Costa Rica	DRC	Ecuador	El Salvador
	Honduras	Guatemala	Indonesia	Israel	Kenya	
	Mexico	Mozambique	Myanmar	New Zealand	Nicaragua	Panama
	Paraguay	Peru	Philippines	Puerto Rico	Rwanda	South Africa
	Sri Lanka	Tanzania	Thailand	Uganda	Uruguay	Venezuela
	Vietnam	Zambia	Zimbabwe			
Tier 4	Algeria	Angola	Aruba	Bahrain	Benin	Burundi
	Ghana	Iraq	Malawi	Namibia	Nepal	Nigeria
	Saudi Arabia	Jordan	Kuwait			

B. India Coverage:

SLA Tier	PoP and SLA Tier
Tier 1	Ahmedabad, Bangalore. Chennai, New Delhi, Emakalim Hyderabad, Kolkata, Mumbai (other than those listed in Tier 2), and Pune
Tier 2	Bhopal, Bhubaneshwar, Coimbatore, Gurgaon, Guwahati, Indore, Jaipur, Jalandhar, Jamshedpur, Karnal, Lucknow, Mohali, Mumbai-BKC, Mumbai – Nelco, Mumbai-Vashi, Mumbai-VSB, Nagpur, Noida, Panaji, Park Road (U.P), Patna, Surat, Trivanthapuram, Vadodara Shivasakti, Vijayawada, and Visakhapatnam (Vizag)
Tier 3	Adoni, Agra, Ahmed Nagar, Ajmer, Allahabad, Alleppy/ Alpuzha, Alwar, Ambala, Ambattur, Amritsar, Anand (Nadiad), Asansol, Aurangabad, Bareilly, Belgaum, Bharuch, Bhilai, Bhilwara, Chandigarh, Calicut / Kozhikode, Cannore, Cuttack, Dehradun, Durgapur, Erode, Gandhinagar, Ghaziabad, GIFT (Gujarat), Guntur, Gwalior, Hassan, Himatnagar, Hissar, Hossur, Hubli, Jabalpur, Jalgaon, Jammu, Jamnagar, Jodhpur, Kakinada, Kannur, Kanpur, Kolhapur, Kollam, Kota, Kottayam, Ludhiana, Madurai, Mangalore, Meerut, Mehsana, Mysore, Nasik, Nellore, New Delhi—GK-1,Patiala, Pondicherry, Pune Shivajinagar, Raipur, Rajahmundry, Rajkot, Ranchi, Rohtak, Roorkee, Rourkela, Salem, Sambalpur, Sangli, Satara, Shimla, Siliguri, Solapur, Sonapat, Surat (Udhana),Thirussur, Tiruchirappalli, Tirupati, Tiruppur, Tumkur, Udaipur, Vadodara Jambuva, Valsad, Varanasi, Vellore Warangal

2. Outage Classification: Severity Level.

Priority	Incident Type	Definition
Severity 1	Hard	<ul style="list-style-type: none"> Total loss of Service such that Packet Delivery is prevented between the affected SAP and all other SAPs in the VPN; or serious degradation makes service unusable. (Customer is unable to use the service due to the serious degradation and ready to release it for immediate testing).
Severity 2	Soft	<ul style="list-style-type: none"> Degraded Service, not prevented from functioning, however not at expected levels of performance and productivity, e.g. Marginal Packet Loss or Intermittent Errors, link or protocol flapping, Application Performance Issue or Slowness or Throughput. (Customer still wants to use the services and is not ready to release it for immediate testing).
Severity 3		<ul style="list-style-type: none"> A Service problem that does not seriously affect service or network availability or functionality as used in Customer's business. A single non-service specific quality or Service enquiry.
Severity 4		<ul style="list-style-type: none"> Customer requests technical support in testing its equipment and verifying service.
Severity 5		<ul style="list-style-type: none"> Non- Service affecting, e.g. incident report or any other queries not covered by Severity 1-4.

3. Redundant and Resilient Site Definition Table. The Table below further defines the Access Topologies Types. Supplier categorizes Redundant Topologies into different Types based on the network configurations selected by Customer. The table below defines these different Types. These Types are identified in the Order Form.

SLT Variant - Topology Type	Type #	Dual Local Loops	Dual POP	Dual CPE	Primary Link	Secondary Link
Platinum - Redundant	1	√	√	√	GVPN	GVPN
	2	√	√	√	IZO IW Enhanced	IZO IW Enhanced
	3	√	√	√	IZO IW Enhanced	GVPN
Gold - Resilient	Type #	Dual Local Loops	Dual PoP / PE	Dual CPE	Primary Link	Secondary Link
Dual POP	11	√	√	√	GVPN	GVPN
	12	√	√	√	IZO IW Enhanced	IZO IW Enhanced
	13	√	√	√	GVPN	IZO IW Enhanced
	14	√	√	√	GVPN	ESSENTIAL / STANDARD / BASIC
	15	√	√	√	IZO IW Enhanced	ESSENTIAL / STANDARD / BASIC
Single POP	21	√		√	GVPN	GVPN
	22	√		√	IZO IW Enhanced	IZO IW Enhanced
	23	√		√	GVPN	IZO IW Enhanced
	24	√		√	GVPN	ESSENTIAL
	25	√		√	IZO IW Enhanced	ESSENTIAL

[End of Addendum]



Addendum 3 All Service Options Operational Details

This Addendum is attached to and made part of the Service Schedule for the IZO Internet WAN Service Schedule and describes additional terms which apply to all Service Options available with the Solution.

1. Billing and Payment Terms.

- 1.1** In no event shall Supplier be liable for the fraudulent or illegal use of the Services by any customers or end-users of Customer, or for any amounts that Customer is unable to collect from its customers, End Users or others (if applicable). Customer shall pay the fees specified in the mutually agreed upon Order Form and in any signed and approved additional Order Forms, in accordance with the terms thereof.
- 1.2** If Enhanced Billing option is selected by Customer, Supplier shall submit an invoice ("**Invoice**") to Customer after the end of the applicable Billing Period, which shall include total charges for the applicable Billing Period and for any prior period for which appropriate charges were not invoiced. Customer shall pay the Invoice amount to Supplier: (i) in the Applicable Currency, (ii) by wire transfer or such other method as the Parties may agree in writing, and (iii) within the applicable Payment Period. In no event shall Supplier be liable for the fraudulent or illegal use of the Services by any customers or end-users of Customer, or for any amounts that Customer is unable to collect from its customers, End Users or others (if applicable). Any Invoice disputes must be submitted by Customer to Supplier within 45 days of date of the relevant Invoice.

2. Reservation of Rights. All right, title and interest in and to the Service and all Intellectual Property Rights associated with and in the Service shall at all times remain vested in the service provider and its licensors, and Customer shall acquire no rights, express or implied, in the Service, other than the right to use granted in this Service Level Agreement. Customer will not, directly or indirectly, reverse engineer, decompile, disassemble or otherwise attempt to derive source code or other trade secrets from Supplier and/or its third-party vendors.

3. Restrictions. Service provider will not access, read or copy content other than by electronic methods and for the purposes of providing the Services. However, Service Provider may utilize the malware, spam, botnets or other information related to the Service for the purpose of: (i) maintaining and improving the Services, (ii) complying with all legal or contractual requirements, (iii) making certain content (e.g. spam, phishing or the like) available to its security partners, and (iv) anonymously aggregating and statistically analyzing the content and (v) other uses related to analysis of the Service.

4. Local Loops. For a DSL circuit component of a Service, the feasibility and the acceptance of an Order conducted by Supplier does not fully guarantee the success of delivery of the access circuit and corresponding Service. During the course of delivering the Service, it may be found after Supplier placement of a DSL order to the local carrier, that the Site does not qualify for the DSL access circuit, or that the DSL access circuit will be feasible but with different peak bandwidth (DSL synchronization rate) as specified in the Order Form. In such case Customer can cancel the Service without charges, and Supplier will endeavor to propose an alternative commercial and technical proposal with a different type of access circuit, that Customer can choose to accept. Service Level Target for Service delivered through Local Loops offered using non-wireline technology are subject to the overriding Service Level Target as detailed on the Order Form.

5. The following terms shall apply if Customer requires Customer Premises Equipment:

- 5.1 General:** When Customer requires CPE for any of the Service options available in this Solution, CPE shall be either sold by Supplier to Customer or provided by Supplier as part of the Service and Supplier shall provide CPE support services as specified in the Order Form ("**CPE Support Services**"). CPE shall be used only in conjunction with the Supplier Service for which the CPE was ordered or other Services subsequently authorized by Supplier ("**Associated Service**"). Customer is entitled to use the CPE and the chosen level of CPE Support Services together with the Associated Service for providing an aggregate service but shall not use them (or components of each) separately. If the associated Service is terminated by Customer, Supplier shall have the right to terminate provision of the CPE (unless the CPE has been previously sold to Customer) and the CPE Support Services. In such event, Customer shall be liable to pay the cancellation charge as specified in the Order Form, if the termination occurs within any minimum commitment period. Alternatively, if the Parties agree that the provision of the CPE and/or the CPE Support Service can continue after the termination of the Associated Service, an ancillary charge as decided by Supplier shall be payable by Customer. CPE Support Services may be provided in whole or part by one or more agents or contractors on behalf of Supplier. Customer may also be required to deal directly with an agent or contractor on certain aspects of the Service. The following additional conditions shall apply:

- 5.1.1** Where CPE is provided to Customer as part of the Service, Supplier shall retain title to the CPE at all times;
- 5.1.2** Risk in the CPE transfers to Customer from the time it is delivered to the relevant Customer Site for installation. Customer must immediately inform Supplier if the CPE is damaged in any way on delivery;
- 5.1.3** At termination or expiry of the Service, Supplier shall recover the CPE which shall be in good condition and good working order (other than reasonable wear and tear) or Customer shall be required to pay compensation for any damage or cost of replacing the damaged CPE; and
- 5.1.4** Customer shall pay an ancillary charge if Supplier, at Customer's request, provides the CPE Support Services, installation, configuration and testing, or undertakes other work at a Customer Premises outside Business Hours (except where required by the Service levels).

- 5.2 Installation and Commissioning of CPE:** For the purposes of installation and configuration of the CPE at each Customer Site, Customer shall provide information about the Customer Site. Customer shall provide, at its cost, the assistance Supplier reasonably requires to install and commission the CPE, including to:

- 5.2.1** Designate a coordinator who shall be available during the installation and commissioning of the CPE and shall have sufficient authority to make decisions on behalf of Customer;

- 5.2.2 Give Supplier employees, and agents access (including escorted access if required) to the Site to install, maintain, repair, replace and remove the CPE and any associated cabling and other equipment;
- 5.2.3 Clearly label all existing telecommunications and computer cabling at or near the Site or which will be near cabling to be installed for the CPE or the Associated Service;
- 5.2.4 If required by Supplier, ensure that technical personnel who are knowledgeable about the systems at the Site are present during installation and commissioning; and
- 5.2.5 If the installation date is rescheduled at the request of Customer on less than 7 Business Days' notice, or because the Site space is not ready, or Supplier is unable to gain access to the Site premises, or for other reasons attributable to Customer, then Customer will incur a rescheduling fee equal to 100% of Supplier's Enhanced installation charge for a similar Site. Supplier may not be able to reschedule installation to a date requested by Customer if Customer gives less than 7 Business Days' notice of that requested date.

5.3 On-Site support for CPE:

- 5.3.1 Where appropriate for the ordered service option, Supplier shall provide the following on-site support services at Customer Site:
 - a. Investigation and repair of reported physical faults in accordance with fault service availability and response times set out in the Service Schedule or Order Form;
 - b. Supply of parts and materials used in undertaking this work; and
 - c. Installation of all mandatory engineering and factory change notices issued by Supplier.
- 5.3.2 Customer shall pay an ancillary charge if Customer reports a fault but Supplier determines that there is no problem, or that the problem is not a fault covered by the Support Services, or Customer requests other assistance which is not within the support services.
- 5.3.3 Customer must pay to Supplier an ancillary charge to cover the costs of Supplier relocating at Customer's request CPE within a Customer Site, and an installation charge if Customer requests CPE to be relocated to another Customer Premises.

- 5.4 **Customer Access Rights to CPE:** Under the Fully Managed Option, Customer shall not be allowed to obtain read / write access to the CPE. On an exceptional basis, when Customer requests write access (with written communications) to the Supplier Managed CPE, Supplier will review such requests before granting permission for a specified duration. Supplier shall track all Customer activities using such exceptional access permissions/rights. Any use/misuse of the write access permissions shall be Customer's responsibility and in no event shall Supplier be liable for any loss, damages, including indirect and consequential in nature, by the use of such permissions / rights. In case of unauthorized access or access attempts being found, Supplier shall initiate appropriate actions including criminal prosecution as per the law of the land.

[End of Addendum]



Addendum 4 Definitions

This Addendum is part of the Service Schedule for the IZO Internet WAN Service and describes defined terms used in that document. In the event of a conflict between any terms in this Addendum and a definition in the General Terms governing the Solution Agreement, the definitions in this Addendum shall govern.

"Business Day" means any day other than the weekend (as locally commonly understood) or a day which is a public holiday, in both cases, in the country where the Service is provided.

"Business Hour" means any hour from 9am to 5pm on a Business Day.

"CRFS Date" means committed ready for service date for a customer Site.

"Datapath" means a service offering providing transport across an Underlay Network. Examples include IPSEC tunnel, MPLS, etc.

"DoS" means protection resource exhaustion of CPEs from malicious flood traffic.

"DSL" is an Enhanced transmission technology used to provide data communication (e.g. ADSL, SDSL) circuits over copper wires.

"Enterprise Traffic Profile" or **"ETP"** means data moving across a network at a given point of time which consists of up to 95% TCP and up to 5% UDP excluding data designated as COS-1.

"Excused Outage" means those items set forth in Part IV of the Service Schedule, "SLA Credit Exceptions".

"Third Party Network" means a network service provided to Customer by service providers other than Supplier.

"End to End Monitoring" or **"E2E"** means the monitoring of the Service level targets from one Customer Site CPE to another Customer Site CPE.

"Fault Isolation" means the process of finding the cause of an identified or reported fault in order to take corrective measures for resolution.

"Fault Reporting" means the process of reporting or notifying about an identified fault with reference to the SAP of a Service by Supplier to Customer.

"Features" means the items included in a Service or Option.

"IPSec" or **"Internet Protocol Security"** means a secure network protocol suite that authenticates and encrypts the packets of data sent over an internet protocol network.

"Managed CPE" means a CPE which is supplied, installed, managed, monitored and maintained by Supplier (or a third-party provider of Supplier). The maintenance covers the replacement of defective hardware parts and the provision of new software versions for patches or upgrades purposes. Management includes configuration management, 24x7 helpdesk, fault isolation, logical fault management (repair), change management and reporting.

"Minimum Point of Entry" or **"MPOE"** means the closest practical point to where a telecommunications fiber-optics and/or copper cabling enters a building or multi-unit building (also known as a telecom closet).

"Mean Time to Restore" or **"MTTR"** is the averaged time to restore service at a particular SAP from more than one incident each causing Service Unavailability. The duration of all Qualified Downtime is totaled at the end of the billing month and is divided by the total number of associated Trouble Tickets opened by Customer for that month.

"Monthly Recurring Charge" or **"MRC"** means the monthly recurring charges for the Service (at a Site), including any Service(s), as set out in the Customer Order Form.

"Non-Recurring Charge" or **"NRC"** means the one-time non-recurring charges to be made by Supplier for installing, commissioning and provisioning of the Service (at a Site) as set out in the Order Form.

"Options" means the items that Customer can select in an Order Form.

"Outage Classifications" means the priority as it relates to the severity of a particular Service Outage.

"Physical Break/Fix" means rectification of the CPE hardware.

"Planned Maintenance" means any preventative, routine or scheduled maintenance which is performed with regard to the Services, the Supplier Network or any component thereof, which Supplier or its agents reasonably believe is necessary in order to maintain the Service or prevent or remedy a defect which may affect Customer's use or access to the Services. Supplier shall endeavor to give Customer at least 7 days' notice of any Planned Maintenance event.

"Planned Installation Date" is a mutually agreed date between Customer and Supplier to install the service.

"Proactive Notification" means Supplier shall monitor in-band the reachability of the CPE and proactively dispatch an unreachability notification to Customer.

"Policy" means a set of rules that describe the desired handling of Application traffic.

“Qualified Down Time” means the duration recorded by Supplier of a Qualifying Incident which is characterized by Supplier as a Severity 1 fault.

“Qualifying Incident” shall mean an incident other than for an Excused Outage for which Customer raises a Trouble Ticket and which are confirmed by Supplier as a fault, or Service degradation, or an incident where a Trouble Ticket is raised by Supplier.

“Redundant” means a service configuration under which the Service is provided via two CPE, dual Local Loop and in Dual POP such that there is no change in available performance functions nor generation of a Severity 1 Qualifying Incident should one Local Loop or CPE, or in the case of dual POPs, 1 POP, fail.

“Resilient” means a service configuration under which the Service provided via dual Local Loop, one of which is not support performance functions, such that failure of either Local Loop may cause the suspensions of performance functions but not a Severity 1 Qualifying Incident.

“Routine” means a service configuration under which the Service is provided via Single Local Loop.

“Service” means stand-alone service offered as part of a Solution.

“Service Access Point” or **“SAP”** means the logical or physical element which acts as the demarcation point between Customer’s domain and Supplier’s domain, representing the point at which Service is available and specific Service Level Targets are committed and measured.

“Service Availability” means the percentage of time that the Service is available at the Service Access Point.

“Service Credits” means credits provided by Supplier to Customer for Service Unavailability or failure to meet other Service Level Targets as set out herein.

“Service Outage” means an instance when Customer is unable to convey traffic to one or more Sites via Supplier’s Service (other than an Excused Outage) which results in Service Unavailability.

“Service Unavailability” means Qualified Down Time at a SAP.

“Self-Service Portal” means the portal Supplier provides to Customer for changing policies by itself.

“Site” shall mean a site owned or controlled by Customer or end user where the SAP is located.

“Solution” means the combination of Services, Options, and Features that Customer buys.

“Tier 1 City” means the metro cities where Supplier can provide greater SLA.

“Time to Restore” or **“TTR”** means at a particular SAP, the total time taken to restore service from an incident causing a Service Unavailability after a Trouble Ticket is opened by Customer.

“Trouble Ticket” means the official method used by Customer to alert Supplier of a potential Service Outage.

“VPN” means virtual private network.

“WAN Interface” means the physical interface of Wide Area Network on the CPE.

[End of Addendum]

